



# COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

## LABOR OMBUDSMAN

Job Number: 20000909

Job Code: 37910V150416

Job Group: 3700 - INDUSTRIAL COMPENSATION AND INSPE

Job Established: 09/01/1994

Job Revised: 04/16/2015

Grade: 13 Salary (MIN - MID):

\$16,432-\$21,875 - Hourly

\$2,670.20-\$3,554.70 - 37.5 Hr. Monthly Salary

\$2,848.22-\$3,791.68 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

### PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

**CHARACTERISTICS OF THE JOB:** *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Under the direction of the chief labor ombudsman (pursuant to KRS 342) provides a variety of information and assistance to the general public regarding workers compensation issues, worker's claims, and related programs administered by the Department of Workers Claims. Acts as a mediator between injured workers, medical providers, insurance carriers, and others in an attempt to resolve workers compensation disputes. Performs research specific to workers compensation issues; and performs other duties as required.

### MINIMUM REQUIREMENTS:

#### **EDUCATION:**

Graduate of a college or university with a bachelor's degree.

#### **EXPERIENCE:**

Must have three years of administrative experience in a worker's compensation program, vocational rehabilitation program or a related field. Such experience must be directly working with claimants.

#### **Substitute EDUCATION for EXPERIENCE:**

NONE

#### **Substitute EXPERIENCE for EDUCATION:**

Administrative experience in a workers compensation program, vocational rehabilitation program or a related field will substitute for the required education on a year-for-year basis.

### **SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):**

Must possess and maintain a valid driver's license prior to appointment in this classification. Must maintain a valid driver's license

for length of employment in this classification. Employing agency is responsible for ensuring employee possesses and maintains a valid driver's license.

**EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION:** *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Answers telephone lines and provides detailed information to employers, employees, insurance carriers, medical providers, attorneys, vocational and rehabilitation personnel, self-insurers and others in response to inquiries regarding the workers compensation program. Drafts letters and other written responses and reports regarding workers compensation issues in response to both public and private inquiry. Gives general information regarding the rights, duties, and responsibilities of all parties under KRS 342. Performs both formal and informal mediation in workers compensation disputes. Responds to and investigates complaints by contacting all parties involved. Recommends changes in workers claims policies and procedures. Provides referrals to agency head with regard to unfair claims practices, possible fraudulent claims practices, and other workers compensation issues. Conducts interviews with claimants, employers, employees, carriers, medical providers and others in an attempt to return injured employees to the workforce. Investigates claims to insure timely delivery of benefits and services to the injured employee. Serves as an agency representative at conferences, meetings and legislative hearings. Will often be assigned to speak in public forums in order to educate interested parties with respect to workers compensation policy, procedures, regulation and statutes.

**UNIQUE PHYSICAL REQUIREMENTS:**

Work requires lifting heavy file boxes in excess of twenty-five pounds.

**TYPICAL WORKING CONDITIONS:** *Incumbents in the job will typically perform their job duties under these conditions.*

Work is performed primarily in an office setting but will occasionally require travel throughout the state.

**ADDITIONAL REQUIREMENTS:**

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title maybe required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.*